

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eilbacher
App. No.: 09490065
Filing Date: 1/24/2000

Conf. No.: 6692

Title: APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO
ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

**POWER OF ATTORNEY WITH REVOCATION
AND CERTIFICATE UNDER 37 C.F.R. § 3.73(b) or 37 C.F.R. § 3.73(c)**

Revoking any and all powers of attorney heretofore given in the application identified in the attached Statement under 37 C.F.R. § 3.73(b), the undersigned, assignee of the entire interest in the application identified in the Statement under 37 C.F.R. § 3.73(b), hereby appoints the attorneys associated with the Customer Number:

75158

as attorneys for applicant(s), with full power of substitution and revocation, to prosecute this application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith.

Send all future correspondence and address all telephone calls to the correspondence address associated with Customer Number:

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☒ A Statement under 37 CFR § 3.73(b) accompanies this Revocation of Power of Attorney.

STATEMENT UNDER 37 CFR § 3.73(b)

Verint Systems, Inc. states that it is:

- ☒ the assignee of the entire right, title, and interest; or
- ☐ an assignee of an undivided part interest

in the present patent application/patent by virtue of either:

- A. ☒ An assignment from the inventor(s) of the patent application/patent identified below.

- ☒ 1. The assignment was recorded in the Patent and Trademark Office at:

| Serial No. | Reel | Frame(s) |
|------------|--------|----------|
| 09490065 | 013098 | 0329 |

- ☐ 2. The assignment has not yet been recorded. A copy of the assignment is attached.

OR

- B. ☐ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

- ☐ Additional documents in the chain of title are listed on a supplemental sheet.
- ☐ Copies of assignments or other documents in the chain of title are attached.

The undersigned (whose title is supplied below) is empowered to act on behalf of the assignee.

Date: March 18, 2013


Signature
Name: Andrew T. Pham
Title: Assistant General Counsel, Global
Intellectual Property